

# Office Park Paper Recycling at the North American Specialty (NAS) Insurance Company at 650 Elm Street, Manchester, NH

In October 2003, North American Specialty Insurance Company (NAS) in Manchester, New Hampshire instituted an office paper recycling program with assistance from the Solid Waste Technical Assistance Program. NAS owns the seven floor office building at 650 Elm Street which is attached to the Holiday Inn Center

building houses 300 employees with fifteen business tenants, including a law firm, a bank, and an insurance office so a vast majority of the waste generated in the building is paper waste.

Initially, DES staff met with NAS's Building Operations & Administrative Manager, Bill Jones to discuss collection approaches, transferring the materials from the building and local market economics for paper. DES recommended two outlets for recycled paper and NAS decided on using Manchester Recycling, Inc. located in Manchester. Manchester Recycling offers free 96 gallon paper recycling totes and takes the paper at no charge. The cleaning staff in the building bring the totes to a loading area where they are picked up by Manchester Recycling.

For a number of years NAS has examined ecological and energy related issues in the context of their business operations – their buildings, energy, purchasing and travel. Their logistics departments review both the short and long term decisions in the context of their Sustainability Mission Statement. Accounting for long range issues and including environmental costs will result in greater long term profitability. Recycling is one part of their operations that their

Manchester office needed to address as part of that mission statement.

About 30 tons of paper waste is estimated to be generated within the building annually. At \$100 per ton to transport and dispose of this waste, there is an annual savings of around \$3,000.

Bill Jones set up an internal Environmental Management Team made up of representatives of the buildings tenants to determine the best approach to start a paper recycling program. The committee reviewed the logistics, placement of containers, and employee participation instructions, which were sent via email to all employees. The emails explained the purpose in the context of the company's mission statement and included details about how to participate. This is a sample of what information was distributed to employees.

Posters reminding employees of how to participate in the program were distributed near recycling containers which were placed at key places (near copiers, printers, etc.)

The recycling pilot has been adopted as a permanent and regular activity throughout the seven floors of the office building. A cooperative recycling arrangement with the Center of New Hampshire / Holiday Inn, which adjoins the Center of New Hampshire on Elm Street, is being considered by the management of both organizations. For more information on office park recycling contact Pierce Rigrod at 271-3713.

**NAS recycles the following paper items through *Manchester Recycling, Inc.* also based in Manchester, NH.**

- Bond paper
- Copy paper
- Colored paper
- Manila envelopes
- White envelopes
- Window envelopes
- Magazines
- Newspapers
- Telephone books
- Lined pad paper
- Post it notes

Staples, tape, paper clips are ok.

